GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Constitution of State Steering and Monitoring Committee - Review and Monitor the functioning of Women Help Line - Orders – Issued.

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DEPT. FOR WOMEN, CHILDREN, DIFFERENTLY ABLED & SENIOR CITIZENS (PROGS II).

G.O.RT.No. 103 Dated: 21-09-2017.

Read the following:

1. From Ministry of WCD, GOI, F.No.29-1/2014-WW, Government of India, New Delhi
2. G.O.Rt.No.25, Dept., for WCDA & SC, dt:18-01-2016
3. From the Special Commissioner, WD & CW Dept., AP Lr.No.2363/S2/2015, dt:09-05-2017

ORDER:-

In the reference 1st read above, the Government of India has approved a scheme of Universalization of Women Helpline through Short code (181). This helpline is exclusively designed to support women in distress facing violence or threat of violence both in private and public spaces including in the family, community, workplace, etc.,

2. In the reference 2nd read above, Govt., has sanctioned an amount of Rs.51,58,000/- (Rupees Fifty One Lakhs Fifty Eight Thousands only) during the financial year 2015-16 under Universalization of Women Helpline scheme for setting up Women Helpline in Guntur, Andhra Pradesh.

3. The objectives of the scheme are to

- Provide toll free 24 hours telecom service to women affected by violence seeking support and information
- Facilitate crisis and non crisis intervention through referral to the appropriate agencies such as Police/Hospitals/Ambulance services/District Legal Service Authority (DLSA)/Protection Officer(PO)/One Stop Centre (OSC)
- Provide information about appropriate support services available to the women affected by violence, in her particular situation within the local area in which she resides or is employed.

4. The Women Help Line provides mainly two services in the following process:

1. **Violence against women prevention**: As soon as an aggrieved women or somebody on her behalf contacts Women Help Line(WHL), her information would be attended by the call responder appointed there. Based on the urgency and the requirements explained by the caller, the responder refers her to relevant support services like medical aid, police assistance or connected her to One Stop Centre (OSC) for professional counseling, shelter, legal aid etc; if the woman needs to be rescued from a violent situation or is in urgent need of medical assistance the police control room(PCR) van from the nearest police station or ambulance from nearest hospital/108 service would be dispatched

2. **Information of women Empowement schemes and programmes** : Women Help Line will provide information about the laws, existing schemes and government programmes related to women empowerment and protection. Any woman in need of such information or someone on her behalf may call Women Help Line (WHL) which will provide this information or refer the woman to the relevant department to access the

same. Women Help Line (WHL) will also provide guidance to women about processes to be adopted for accessing benefits of the schemes and programs.

Monitoring Protocols:

Call Response wise:

- All calls will be reviewed to check the performance of the responders. The review should be based on following standard:
  - ✓ 90% of the total distress calls were answered within 10 seconds
  - ✓ 100% of the total distress calls were answered in not more than 20 seconds and
- Cases will be tracked to check an adequacy of interventions made by the stakeholders i.e Police, Hospitals, Lawyers etc.
- Regular performance appraisal of helpline staff.
- Systematic feedback, either of all callers or those selected by random sampling.

5. In the reference 3rd read above, the Special Commissioner, WD & CW Dept., AP has proposed to constitute a State Level Steering and Monitoring Committee at the state level under the chairpersonship of the Principal Secretary/Secretary, Dept., for Women, Children, Differently Abled & Senior Citizens, with representatives from the Home Department, Health and Family Welfare, Telecommunications, Andhra Pradesh State Legal Service Authority and a member from Non-Governmental Organization, to review and monitor the functioning of Women Help Line in quarterly basis

6. Govt., after carefull examination of the matter hereby constitute a State Level Steering and Monitoring Committee at the state level under the chairpersonship of the Principal Secretary/Secretary, Dept., for Women, Children, Differently Abled & Senior Citizens, with the following members to review and monitor the functioning of Women Help Line in the State of Andhra Pradesh:

1.	Principal Secretary/Secretary Dept., of Women, Children, Differently Abled and Senior Citizens ----	Chairperson
2.	Additional DG of police, intelligence/trafficking -----	member
3.	Commissioner, Health & Family Welfare ----	member
4.	Chief General Manager, AP-BSNL ----	member
5.	Member Secretary, State Legal Service Authority ---	member
6.	HELP, NGO, Ongole, AP ---	member
7.	Special Commissioner, Women Development and Child Welfare Department, Andhra Pradesh -------	Member/Convenor

7. The State Steering and Monitoring Committee shall meet at the end of every quarter.

8. The Special Commissioner, WD & CW Dept., AP Shall take necessary action accordingly.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

K.SUNITHA,
SECRETARY TO GOVERNMENT.

To
The Members of the Committee through Special Commissioner, WD & CW Dept., AP

The Principal Secretary to Govt., Home Department, AP Secretariat,
The Principal Secretary to Govt., Health Medical and Family Welfare Department, AP Secretariat
The Principal Secretary to Govt., Law Department, AP Secretariat
The Principal Secretary to Govt., General Administration Department, AP Secretariat
The Special Commissioner, WD & CW dept., AP
The NGO Representatives, Andhra Pradesh

Copy to:-
All Departments of Secretariat.
All District Collectors through O/o Commr., WD & CW Dept., AP.
All Superintendents of Police through O/o Commr., WD & CW Dept., AP.
All Head of the Department through O/o Commr., WD & CW Dept., AP
The Accountant General, A.P., Hyderabad.
The Director of Treasuries & Accounts, Ibrahimpatnam, Vijayawada, AP
The Pay and Accounts Officer, Ibrahimpatnam, Vijayawada, AP
The Secretary to CM, CMO, AP
The P.S to Minister (WCDA &SC), AP
The PS to Chief Secretary, AP
The P.S to Secretary to Govt., Dept., for WCDA & SCs, AP
SF/SC.

// FORWARDED : : BY ORDER //

SECTION OFFICER